# THE PULSE

NEWS OF THE NEW ENGLAND DEACONESS HOSPITAL

VOLUME VIII, No. 8 BOSTON, MASSACHUSETTS OCTOBER, 1954


## GIVE MORE ▪ GIVE GLADLY ▪ GIVE NOW

photo by J. Coyne

Dr. Warren F. Cook spurs on the Red Feather drive by giving his pledge to solicitor Jean Batal, Social Service.

Your $2.00 gift to Red Feather will buy one pair of sneakers for an unhappy 16-year-old girl who needs the care and protection of a Red Feather children's agency.

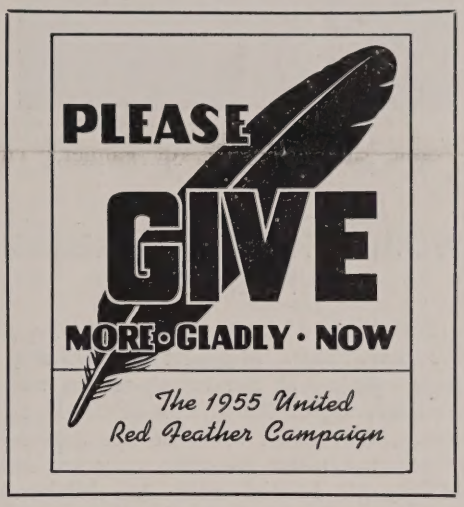
### HE NEEDED OUR HELP!

Ten-year-old Peter is quite a boy! Not long ago, he received a $10.00 award for being the best citizen in his class at school. You can imagine what a blow it was to his widowed mother to learn that his headaches were caused by a brain tumor. With four children to support, where would she ever find the money to pay for the medical care Peter needed?

Peter was operated on here at the Deaconess, and with continued good treatment he will soon be well. The Public Welfare Department has helped the family by paying $500.00 toward the medical expenses. An additional $1,200 worth of free care has been given to Peter by the hospital and more may be needed as he convalesces from his serious operation.

New England Deaconess Hospital is one of twenty-seven hospitals receiving Red Feather funds. Your contributions to the drive will help us to help people like Peter.

If you were to send a nickel to each of 300 Greater Boston social service agencies, stamps alone would cost you $9.00! You save that sum by giving the united way, in the Red Feather Campaign.




Your $1.80 gift to Red Feather will buy six pairs of socks for any youngster in the protective custody of a Red Feather children's agency. Add 20 cents to that, and you'll have bought the child a tooth brush.

photo by J. Coyne

Red Feather solicitors, soon to be asking for your contribution, include (left to right) Betty Lee Burgess, Pathology; Joan Carrier, Pharmacy, and Rita Dennehy, Laundry.

photo by J. Coyne

School of Nursing students are "filling feathers" with dimes and quarters as their contribution to the Red Feather Drive. Pictured here is Juanita Settele, '56

If you were to give one penny to each of the half-million persons in Greater Boston who need Red Feather help, your gift would amount to $5,000. When your Red Feather solicitor approaches you, won't you remember this and give what you can?

### GROUP REPRESENTATIVES FOR RED FEATHER DRIVE

Chairman for Hospital — Gertrude Jameson.
Administration — William Worcester.
Blood Bank — Dr. Harold Kenton.
Cancer Research Institute — Helen Cushman.
Dietary — Marjorie LeBeau.
Housekeeping — Olive Sargent.
Laboratory — Chemical — Sue Malm.
Laboratory — Pathology — Betty Burgess.
Laundry — Rita Dennehy, James Halloran.
Maintenance — Eve Schandelmeyer.
Nursing Service — Ruth Tipping.
Nursing Students — Vera Russell, Nancy Matson.
Pharmacy — Joan Carrier.
Purchasing — Cliff Fisher.
Record Room — Annie May.
Social Service and Outpatient — Jean Batal.
Solution Room — Dorothy Whitney.
Central Supply — Jean Christie.
Surgery — Suzanne Carson.
Volunteer — Katherine Waters.
X-Ray — Dr. Joseph Marks.

# THE PULSE

OCTOBER, 1954

NEW ENGLAND DEACONESS HOSPITAL
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## FROM THE MAIL BAG

*"Dear Madam*:

Recently I was a patient at the New England Deaconess Hospital in room 310 on the third floor of what I believe is known as the Deaconess building. I would like to express by this letter my appreciation to the supervisors and nurses whose skillful and kindly care contributed so much to the success of my operation and rapid convalescense. I am continuing to improve rapidly and I will appreciate it greatly if this note of appreciation can reach in some way, through you, those who were on duty in that section October 12-18. May I express also my appreciation to the Hospital in general for the courteous, efficient, and generous treatment which I received.

Sincerely,
REV. FRANKLIN P. FRYE"

## WHAT NEXT?

Dr. Warren F. Cook recently received a letter from the President of the First National Bank congratulating Dr. Cook on the twenty-fifth anniversary of his establishing an account with the bank.

## WANTED!

"White elephants," by Mrs. Holmes and her committee for the Friends of the Deaconess Bazaar on December 2nd.

*Description*: Long, short, round, square or other shape. May resemble toys, novelties, jewelry, knick knacks, etc.

*Aliases*: Also known as: "The picture you must leave up until Aunt Jenny visits." Most of the contents of the top bureau drawer. The extra set of something you really didn't need.

Some of the 22 lamps that you received for wedding presents.

*Address*: May be found in the attic, barn, cellar, extra room, closets and drawers. Important! Notify Health Center if whereabouts of white elephants is known. If unable to bring them up call ext. 512 and arrangements will be made.

## SUGGESTION AWARD

Mrs. Edith McAuliffe of the Dietary Department won a $5.00 award for her suggestion on contacting doctors in the private dining room.

photo by Bachrach

REV. MRS. MARGARET HENRICHSEN

## WOMAN PASTOR ADDRESSES FRIENDS

Following a short business meeting, the Rev. Mrs. Margaret Henrichsen, guest speaker at the twenty-second annual meeting of the Friends of the Deaconess, told about some of her experiences as minister to seven churches in Maine, all located near Bar Harbor. "We enjoy Bar Harbor's view," she said, "while the Bar Harbor folks just sit on it."

Every Sunday Rev. Henrichsen travels 84 miles to preach at six of her churches. (Since the seventh church is closely situated near several others, its members go elsewhere for services.) The congregations range from 12 to 45 in number. "It's easier to preach to 15 than to 45," she explained, "because you always know who's asleep when you have only 15." Sometime during her busy Sunday schedule, Rev. Henrichsen rushes home to cook a meal. "The only trouble with being a woman pastor is that you must also be the pastor's wife."

The publishing of her book, "Seven Steeples," has brought her isolated communities in closer touch with the rest of the world. Many wonderful things have happened as a result of the book. For example, a retired doctor, inspired by the book, decided he could be helpful (and happy) by practicing on one of the islands in Maine. An elderly lady wrote Mrs. Henrichsen and offered to write to any shut-ins she knew. One gentleman, delighted with the mention of his name in "Seven Steeples" made Rev. Henrichsen a little birdhouse and labeled it "The Eighth Steeple."

(Editor's Note: After meeting Rev. Henrichsen and hearing her delightful talk, we urge everyone to read her book.)

## WHAT DO YOU KNOW ABOUT THE DEACONESS?

(*Answers on Page 4*)

1. Deaconess Hospital originally opened in a, 1910; b, 1896; c, 1884.
2. At that time ,the number of beds was a, 23; b, 10; c, 14.
3. The site of the original building was a, Longwood Ave.; b, Massachusetts Ave.; c, Deaconess Rd.
4. Today the approximate number of employees is a, 970; b, 865; c, 926.
5. Deaconess Hospital now has a, 300 beds; b, 350 beds; c, 375 beds.
6. The dietary department serves a large number of meals each day. Including the cafeteria, the daily average is a, 2,200; b, 1,500; c, 2,600.
7. Of these, how many do you think are special diets? a, 600; b, 400; c, 200.
8. Can you guess the average number of operations done each month at the Deaconess? a, 203; b, 306; c, 470.
9. The daily average of work done in the Deaconess Laundry is a, 7,150 pounds; b, 6,200 pounds, c, 3,180 pounds.
10. We admit new patients every day, but do you have any idea how many we admitted in 1953? a, 8,457; b, 7,932; c, 9,624.
11. Most patients stayed more than one day, so guess how many days of hospital care we gave last year. a, 104,283; b, 93,372; c, 89,106.
12. Can you guess how many x-rays were done at the Deaconess in 1953? a, 16,761; b, 20,138; c, 23,162.
13. The Laboratory does many examinations of various types every day, but how many do you suppose were done last year? a, 105,689; b, 166,212; c, 183,482.
14. Can you guess how many patients our Social Service Department works with in one year? a, 2,823; b, 1,196; c, 975.
15. About how many people do you think the Personnel office interviewed last year? a, 1,500; b, 2,500; c, 3,500.

## ENGAGEMENTS

Nancy Zinck, '53, to Eliot J. Olsen of Wollaston. He is a graduate of the Boston University College of Business Administration.

Lynda Jane McDonough, '52, to Richard C. Eklund. The wedding date is November 27, 1954.

Joyce Marie Boynton, '56, to Warren Thomas Loud of North Weymouth. A June wedding is planned.

IT'S A STRIKE! Members of team No. 10 photographed at a recent bowling session are (front row, left to right) Bernice Crawford and Christine Sweeney; (Rear, left to right) Thelma Brooks, captain; Carol Conneley; and Edward Armstrong.

## BOWLING SCORES

**October 20, 1954**

| Team No. | | Points |
|---|---|---|
| 7 | Mr. Lowry | 17 |
| 4 | Mr. Emery | 16 |
| 2 | Mr. Nelson | 15 |
| 6 | Mr. Fisher | 13 |
| 3 | Mr. Sabine | 13 |
| 8 | Mr. Spalding | 13 |
| 9 | Mr. Bettinelli | 11 |
| 5 | Mr. Osgood | 8 |
| 10 | Mrs. Brooks | 7 |
| 1 | Miss Tipping | 6 |

*High Singles for October 20*

Ellen Adams ..... 85
Charles Schraub ..... 119

*High Singles for the Year*

Bernice Crawford ..... 106
Donald Sabine ..... 124

*High Three-String Totals for the Year*

Marjorie Pond ..... 268
Robert Lowry ..... 319

*High Average for the Year*

Mary Plemmons ..... 81
Charles Schraub ..... 96

## HARRIS HALL HALLOWE'EN

Spooks spoke, skeletons rattled, and witches mounted their brooms. The wind blew and the hinges squeaked and black cats hid behind pumpkins. But the students and faculty of the Nursing School valiantly gathered in Harris Hall to celebrate Hallowe'en.

A scavenger hunt, apple bobbing, beat the clock, and such added attractions calmed all nerves, but this just led to the dank, dark tunnel — a fit habitation for skeletons, bats, snails and other creepy, crawling life. Everyone finally edged through the tunnel and reached a "cave," where, before a glowing fire, they heard a weird tale of ghostly plots and blood curdling screams — such a pleasant bedtime story!

After traditional Hallowe'en refreshments, the revelers crept silently to their rooms, lest they be followed by restless ghosts and wicked witches.

The Committee responsible for the festive evening was headed by Elizabeth Jackson, '57. She was ably assisted by Martha Davenport, '56; Beth Robinson, '55; Judy Cargill, '57; Sally Cianchette, '55, and Gretchen Hapgood, '56.

## PUBLIC RELATIONS IS EVERYONE'S JOB

It's true that the Deaconess has a public relations office — to handle publications, answer requests from newspapers and magazines, and keep the public informed about the hospital — but public relations should be the job of every employee in the hospital. Telephones answered in a pleasant manner, smiling elevator operators, courteous maids, secretaries who answer questions cheerfully, compliments given to fellow employees, a word of encouragement to someone who is worried or discouraged — all this is public relations.

In dealing with patients it is important to realize that they are ill and often discouraged. Their families are upset. Many times, because of their emotional strain, they are unjustly critical of our care. They are unfamiliar with hospital ways and do not understand hospital routine. Yet they need and want your special attention — a smile no matter how tired you are, a cheerful, encouraging word no matter what problems may be bothering you.

### An Important Factor

The patient is the reason that we are here, and a satisfied patient is the best public relations we can have. A good attitude among the employees (and patients are very sensitive to harmony or discord) is an important factor in patient satisfaction and the service given by the hospital to the patient is a vital influence in public relations. For every 500 patients we treat, about 3000 opinions of Deaconess Hospital are formed by our patients, their relatives and friends. Your attitude helps mold this opinion.

Thus, in setting up a program, the employee is the first line of public relations. He is a good-will ambassador for the hospital. PR boils down to doing the right thing at the right time and can be summed up in the following words written by Edgar Guest:

"The reason people pass one door
To patronize another store
Is not because the busier place
Has better silk or glove or lace
Or cheaper prices; it largely lies
In pleasant words and smiling eyes.
The true trade magnet, I believe,
Is just the treatment folks receive."

## A WORD TO THE WISE

Tips on the COMMON COLD
1 When you have a cold
COVER IT UP!
2 Stay away from people who COUGH OR SNEEZE CARELESSLY
3 Use only clean eating and drinking utensils
DON'T SHARE
towels, spoons or cups
4 ALWAYS wash your hands before eating or handling food
5 EAT properly
Get enough REST!
6 GUARD against CHILLS

## DAFFYNITIONS

Cesarean section: A district in Rome.
Dilate: To live long.
Lumbar Puncture: A knothole.
Morbid: A higher offer.
Outpatient: A person who has fainted.
Protein: In favor of young people.
Congenital: Friendly.
Colic: A sheep dog.
Fester: Quicker.
Tablet: A small table.
Variola: A phonograph which plays all speeds.
Geriatrics: Mrs. Atrics' little boy.
G. I. Series: Baseball games between teams of soldiers.
Grippe: A suitcase.
Hangnail: A coat hook.
Adenoid: Bothered because of listening to radio-TV commercials.
Artery: The study of fine painting.
Coma: A punctuation mark.
Cornea: Even worse than this stuff.
Medical Staff: A doctor's cane.
Minor Operation: Coal digging.
Neurosis: Fresh cut flowers.
Nitrate: Lower than Day Rate.
Node: Was aware of.
Organic: Musical.
Palsy: Friendly.
Paralyse: Two untruths.
Peduncle: A beloved relative.
Post-operative: A letter carrier.
Recovery: An extra blanket.
Secretion: Hiding anything.
Serology: Study of English knighthood.
Surgical blade: A gay doctor.
Tumor: An extra pair.
Varicose Veins: Veins which are close together.

## DIABETES FAIR

The fifth Diabetes Fair, sponsored by the New England Diabetes Association, will be held at Mechanics Hall on November 16 and 17. Free examinations of urine to test for sugar will be provided for all who are interested. If sugar is found, then blood examinations will be made. Free chest x-rays will also be given.

Dr. Elliott P. Joslin will be one of the speakers. On Wednesday evening, November 17, all those who are interested in the formation of the new Boston Lay Diabetes Society are invited to attend an organizational meeting.

## WEDDINGS

Heidi Gould, '55, to Ensign Harold W. Fink of Westfield.

Lucille Jeanne Lippe of the nursing staff to Francis Fiske Carley on October 9th.

Janet Lucille Thompson, '54, to Walter Edwin Hallowell on October 9th.

Mrs. Barbara G. French, '36, daughter of Mr. and Mrs. Claude Currie to Tracy I. Flagg on June 26th.

Betty Lee Cook, a secretary in the department of pathology, to Robert Wayne Burgess on September 11.

Barbara Joan Cree, '53, to Richard Dale Barker of Arlington. The wedding took place on October 20th.

Jessie M. Walker, Harris Hall housemother, to Ernest John King on September 25 at Ocean Grove, New Jersey. They will be living in California.

## A MEMORIAL TO DR. DANIEL FISKE JONES

The dedication ceremony for the Daniel Fiske Jones operating suite was held on Friday, October 29th. A great surgeon, Dr. Jones was on the staff of Deaconess Hospital when it was located on Massachusetts Avenue and later became Chief of Staff for Palmer. The Friends of the Deaconess raised the entire amount of money to pay for the operating suite, a lasting tribute for his great service to our hospital.

Mrs. F. Gorham Brigham, representing the Friends of the Deaconess, presented the room to Bishop John Wesley Lord, president of the hospital. Dr. Shields Warren spoke and Dr. Warren F. Cook offered a prayer.

Mrs. Daniel Fiske Jones and her daughters, Mrs. Charles A. Coolidge and Mrs. Vaughn Merrick, were present at the dedication exercises.

## YEARS OF SERVICE

It is impossible to measure the priceless goodwill and devotion of our volunteers who give so unselfishly of their time and energy to the Hospital. We owe a debt of gratitude to every one of our volunteers, and in this issue we wish to pay a special tribute to those who have given long years of service.

*Over Twenty Years*

Mrs. F. Gorham Brigham
Mrs. George Bullock
Mrs. Vincent Harkness
Mrs. Frederic Lewis
Mrs. Eugene Mather
Mrs. Shelden Wardwell
Mrs. Shields Warren

*Twenty Years*

Miss Mabel Marsh
Mrs. Henry Porter
Mrs. Edgar Wrightington

*Ten to Twenty Years*

Miss Virginia Aborn
Mrs. Robert Appleton
Miss Mildred Bradley
Mrs. Robert Coe
Mrs. Fred Clapp
Miss Grace Edmonds
Mrs. Paul Frederick
Mrs. George Hill
Miss Alice Leedham
Mrs. Lincoln Sise
Mrs. Richard Sweet
Mrs. George Tobey
Mrs. William Warren
Miss Helen Webber
Miss Edith Wright

## ANSWERS TO QUIZ

1, b; 2, c; 3, b; 4, a; 5, c; 6, a; 7, b; 8, c; 9, b; 10, a; 11, b; 12, c; 13, b; 14, b; 15, c.

photo by J. Coyne

"BUT IT'S EMPTY," says little Norma Fortin of Waterville, Maine, one of our patients, to Miss Marilyn Pearson, a second year student nurse.